

Spotlight: Celebration

www.northcountryhealth.org

March 2025



Katrina Stewart, Radiology Coordinator, Weeks Medical Center

Who among us feels like they have a good grasp of the medical insurance world, and can navigate it without worry? Personally, I find dealing with insurance frustrating – and a major root cause for the new gray hairs I'm finding on my head every day. In a complex world, full of uncertainty and ever-changing rules, we need a guide to help us through.

For nearly two decades, Katrina Stewart has been a steadfast employee at Weeks Medical Center, providing unwavering support to patients as they navigate the confusing world of health insurance. As an advocate for patients, Katrina is at the frontlines, making phone calls, deciphering complex insurance policies, and offering clarity to individuals who feel lost in the system. She explained that our patients often just want to know the reasoning behind some of the barriers that they run up against when it comes to medical insurance. When Katrina hears a patient wanting to know the “why,” she picks up her phone and gets to work!

At the heart of Katrina's work is compassion — one of our core values. It's a trait that shines through in every

phone call she makes and every question she answers. Many patients come to her frustrated and confused, often at a vulnerable moment in their lives. Instead of seeing these as obstacles, Katrina views them as opportunities to offer genuine care and reassurance. Her compassion not only helps patients understand the intricacies of their insurance coverage, it also builds trust and brings comfort during challenging times. She listens to their concerns, patiently explains their options, and often goes the extra mile to ensure they feel supported.

Compassion is clearly an integral part of Katrina's character because she doesn't view her own work as extraordinary – she's just doing her job and she enjoys what she does. This is exactly why Katrina is a shining example of what it means to truly embody the NCH values.

Her role requires more than just technical expertise. It requires empathy, persistence, and an unyielding commitment to making the process as smooth as possible for patients. Katrina's work, and the care she puts into it every day, reflects the very spirit of our company — putting people first, and working tirelessly to ensure they have the knowledge and support they need.

With an advocate like Katrina, I might even have a chance to keep most of the gray hairs away!

Bernie Adams



Pictured left to right:
Bernie Adams, LSSBB,
Chief Quality Officer, and
Abby Lane, Performance
Improvement Specialist

**Nominate
Someone!**